

DEPARTMENT OF SOCIAL SERVICES

744 P Street, Sacramento, California 95814



July 3, 2001

ALL COUNTY INFORMATION NOTICE NO.I-53-01

TO: ALL COUNTY WELFARE DIRECTORS
ALL CalWORKs PROGRAM SPECIALISTS

REASON FOR THIS TRANSMITTAL

- ☐ State Law Change
- ☐ Federal Law or Regulation Change
- ☐ Court Order
- ☐ Clarification Requested by One or More Counties
- ☒ Initiated by CDSS

SUBJECT: **CDSS' NEW CALL ROUTER SYSTEM AND CHILD SUPPORT
REFERRAL INFORMATION**

The California Department of Social Services (CDSS) is expanding its Public Inquiry and Response Unit's (PIAR) toll-free telephone line's services by adding a call router system on or about July 1, 2001. The router consists of pre-recorded messages that will be available to callers twenty-four hours every day. The current toll-free telephone number 1-(800) 952-5253 will remain the same. This router system will provide increased information service to our callers. Listed below are highlights of PIAR's responsibilities, a brief overview of the types of messages on the call router and referral information for the California Department of Child Support Services.

PIAR

Within CDSS, during normal business hours, PIAR handles complaints and inquiries from applicants/recipients of public social services programs, public officials and the general public via mail and telephone. Also, PIAR records oral requests for state hearings. **The performance of these activities will not change.**

PIAR's toll-free line receives a high volume of calls. Unfortunately, many of the callers' issues cannot be handled in PIAR. In an effort to improve customer service, a call router system was developed to provide information and to redirect persons to appropriate organizations/agencies that can be of assistance.

Call Router System

As designed, callers can listen to information and get referral names, addresses and telephone numbers, as appropriate, on selected topics by pressing numbers on their touch tone telephone. For example, Medi-Cal billing issues cannot be dealt with in PIAR. The Department of Health Services' (DHS) contracted agent Electronic Data

Systems (EDS) responds to these issues. The call router message provides callers with EDS' address and telephone number.

The topics in the call router system include:

- State Fair Hearings
- Medi-Cal
- Public Social Services Programs
- Programs Administered by the Social Security Administration
- Child Support
- Recent Program Changes

Child Support

Since January 2000, the California Department of Child Support Services has administered the Child Support Program. Many persons, including some line staff, continue to refer applicants/recipients of public assistance programs with questions about child support to PIAR rather than to the new Department. The only issue related to child support that is handled by PIAR concerns child support disregard payments. All other child support questions should be directed to:

California Department of Child Support Services
Post Office Box 419064
Rancho Cordova, CA 95741-9064

Toll-free telephone number: 1- (866) 249-0773

Please share this information with your staff to ensure that all persons with child support issues are referred to the appropriate state agency.

If you have any questions about the information contained in this notice, please contact Marie Coughlin, Chief of PIAR at (916) 657-3667.

Sincerely,

***Original Document Signed By
David Kupper on 7/3/01***

DAVID KUPPER, Chief
Management and Staff Services